New England Telephone and Telegraph
d/b/a Bell Atlantic
State of Maine
Docket No. 99-405

Respondent Name & Title: **Kevin Service – Director Operations &**
David Magnant – Director Construction

REQUEST: Advisory Staff's Data Request, Set 1

DATED: July 9, 1999

ITEM AS 1-7: Please provide a chronology describing all efforts and field trips Company Personnel made to isolate, diagnose, or repair the malfunction in the SLC system.

REPLY:

11-98 Customer reports symptoms varied, tickets closed. No major failures. No indication of recurring or intermittent problem.

12- 23- 98 SLC out of service. Customer reports taken. A tree fell on the cable which feeds the SLC causing the outage.

1-12-99 SLC out of service. Customer reports taken. Defective repeater replaced. 1-14-99 SLC out of service, repair technician dispatched, replaced Line Interface Unit card.

2-99 Customer reports symptoms varied, tickets closed. No major failures. No indication of recurring or intermittent problem.

3-22-99 SLC out of service. Customer reports taken. Upon dispatch find Alarm Panel in Central Office locked up. Disconnect and trouble clears.

3-23 to 3-26-99 Central Office Technicians start systematic inspection in office to determine cause of lock ups. Technicians are still unable to replicate trouble. AC power influence suspected as contributor. Outside repair technicians tested digital lines, replaced alarm card at the Remote Terminal, and changed repeater in an attempt to isolate the source of the intermittent trouble.

3-26-99 Proact Manager and Cable Repair Manager work with central office technician and determine a trouble exists in the Alarm Panel in the CO which caused the SLC to lock up. Replacement board ordered.

3-28-99 New Alarm board replaced. Managers and technicians feel the replacement resolved the out of service issues experienced on 3-22-99.

3-29-99 Outside technicians and managers continue to try to determine if additional problems exist due to AC inductance. Readings were taken and found to be in excess of 60 volts which is too high.

3-31-99 Customers report clicking and cutoffs. Repair technician dispatched with no trouble found. Technicians are still unable to observe, replicate or isolate the cause of digital line problem.

3-31 to 4-12-99 Outside technicians continue to work on AC inductance that is still presumed to be causing the trouble. Splices are checked to verify proper bonds and grounds and correct any locations identified needing correction.

4-12-99 Customer report dispatched on for clicking. Repair technician can not isolate the source of problem. Individual SLC card replaced for good of service. Cable repair manager requests help from the power follow through inspector/specialist and for assistance from specialized power group. Outside repair technician requests help from local power company.

4-12 to 5-3-99 Outside manager and repair technician monitor affects of bonding and grounding. No further problems detected. Local power company checks for load imbalances.

5-3-99 Additional customer reports taken for cut offs. Extensive testing of digital lines done. Replaced marginal repeater for good of service. Still unable to observe trouble condition.

5-4 to 5-7-99 Tested digital lines. Testing provides no evidence of the source of the intermittent digital line problem. Repair technician works with power follow through inspector on AC induction.

5-10-99 Customer reports taken. No trouble found on dispatch.

5-10 to 5-20-99 Bonding and grounding efforts continue to help reduce the AC induction. AC readings still exceed 60 volts.
The specialized power group (SPG) meets with outside repair technicians. It is determined that the AC induction is contributing to the problem with the digital lines, but is not the source of the problem. Discussions with the power company identify that they plan an upgrade next year. The SPG requests the outside repair technician ground the spare pairs to take care for the AC problem and continue to work to isolate the true source of the digital line failures.

5-21-99 Outside repair technician grounds the spare pairs. Outside repair technician tests digital lines to isolate the location and cause of the intermittent trouble.

5-24 to 5-26-99 Because the testing up to this point has failed to isolate the source of the digital line problem, the Outside Manager requests new digital lines be built and conditioned. The SLC system is rolled to new digital lines.

5-27 to 6-1-99 Testing of the old digital lines continues. The trouble is experienced on the digital protect line and stays long enough to allow for repair technicians to isolate. The trouble is isolated to two sections of cable between central office and remote SLC location. Due to the roll of the SLC to the new digital lines, this particular trouble had no effect on customers.

6-2-99 The Engineer issues a work order to replace the two defective sections of cable.

6-28-99 Construction completes placement and splicing cutover of the two defective sections. All digital lines are now working through the new sections of cable.